E-Litigation Blog

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Get Ready to ZOOM!
by Gaston, David at 11 08 AM

Get Ready to Zoom! By Tammy Farmer and David Gaston

The Agency recently adopted Zoom for various video conferencing purposes, including hearings and trainings 📄 As mentioned in the June July *All Aboard* the Board started using Zoom for hearings in June 2020 Since that time, Zoom has been installed on most Agency machines and can be a useful tool in everyday practice　　this article explores how to use Zoom for non adjudicatory meetings and reviews best practices

What is Zoom?

Zoom is an encrypted, multi tiered platform for sharing video, audio, and other content The Zoom for Government subscription tier is to be used to initiate meetings outside the Agency, such as with opposing counsel or witnesses (contact your supervisor for login credentials) However, there is a standard level Zoom tier that is available to all Agency personnel Simply open the Zoom application on your Agency computer/laptop and register for a free account using your NLRB email address

When Do I Use Zoom?

Zoom for Government accounts should be used for external meetings with outside counsel, witnesses, or other non NLRB persons While Zoom for Government should not be used for internal NLRB conferences, the standard level Zoom account created with an Agency email address is an effective choice for on ine collaboration After you have registered for a free account, practice with others in your office or Region, try sending meeting requests, acting as the host, muting and unmuting microphones, managing record settings, changing user settings, and sharing documents/exhibits via a shared screen or try live collaboration using SharePoint If you expect to use Zoom with a mobile user, practice these skills on a mobile device to better anticipate the advantages and limitations of this platform Building these skills in a daily work setting will increase your comfort with Zoom and allow you to focus on case matters when in a Zoom meeting with an outside party

Zoom Best Practices

Pre Meeting When engaging with an outside party, Agency personnel should initiate the meeting on the Zoom for Government platform using Agency provided credentials and act as the meeting host Before the meeting commences, hosts should ask participants to attest they will not record the meeting or attempt to copy or preserve any exhibits shared by the NLRB Additionally, hosts should check all users' settings and disable their ability to record the session

During the Meeting It is important to understand the risks of sharing items electronically Be aware of the risks and opportunities for improper conduct when you email the items to attendees via unsecured channels, share your screen, or place the item in Zoom's chat function When appropriate, consider more secure alternatives such as sending the information via secured email For more information on secured emails, see the E Litigation Branch blog at

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Post Meeting. To ensure the connection has ended, close Zoom, your browser, and re start your computer If documents or other items were shared, remove the copies from any shared platform and/or disable secure email inks

Questions?

Contact the E-Litigation team if you have any questions or want to practice your Zoom skills. As a reminder, this article is a supplement for processes already in place and nothing in this series should be interpreted to supersede guidance from OCIO, Ethics, the Board, or Operations.

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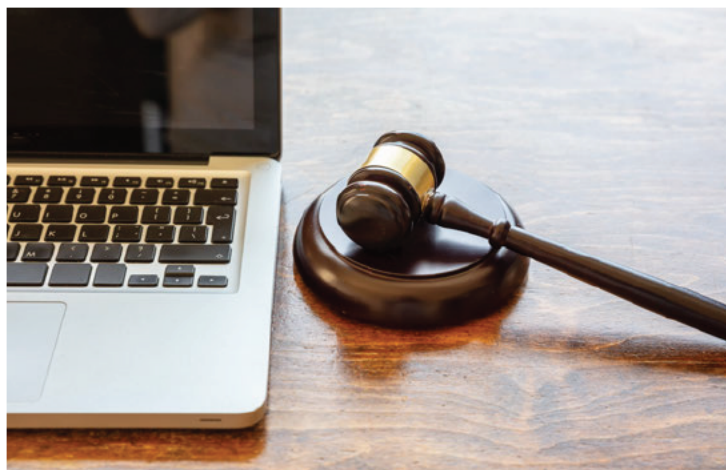
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E-Litigation Blog

2020
10/7

Zoom Proceedings : How to Host and Available Resources
by Farmer, Tammy L. at 2:56 PM

Zoom has added 190 million users in recent months. With the closure of courthouses, the legal industry has embraced Zoom for trials and proceedings. As with the courtroom, attorneys must thoroughly prepare for online appearances. Below, we've provided a meeting checklist for Agency personnel use, as well as a list of available resources to ensure your Zoom proceeding goes smoothly.

Step 1: Schedule the Meeting

Agency personnel should schedule and host the meeting. To do so:

- Choose the proper account and platform   Note Zoom for Government should be utilized for official Agency business – credentials may be obtained from your supervisor.
- Enter the meeting details, paying special attention to the Settings and Security (enable a waiting room, mute participant audio and video upon entry, etc.).
- Download the invitation/ics file   Save this file in your NLRB Outlook calendar
- From your NLRB Outlook calendar entry, invite other participants to the meeting.

Step 2: Pre-Meeting Practice

To minimize the risk of hiccups, familiarize yourself with the virtual environment and its tools. Enlist the help of a colleague or the E-Litigation Branch.

- Check the technical requirements   is your Internet connection stable and able to support a video conference? Are your camera and microphone in working order? Do your speakers reverberate or can you clearly hear the audio?
- Check the Settings and Security. Is a waiting room enabled? Can you admit participants after verifying their identity?
- Practice sharing documents, exhibits and screens.
- If you will be using breakout rooms, practice assigning rooms
- Designate a troubleshooter/technical helper who will be available during your meeting to assist with any troubles that arise

Step 3   Meeting Day

Before the meeting, ensure your devices are ready   batteries are fully charged, compatible chargers are available, and any connections are secure

- Log into Zoom early and test your audio and video.
- If you plan to share your screen, close all other programs/app ications and turn off notifications.
- Admit participants to the meeting from the waiting room
- Confirm the identifies of all participants before making any announcements or reminding the group of any meeting rules, such as bans on recording or the return of exhibits.
- Begin the meeting

Step 4   Post Meeting

At the conclusion of the proceeding, ask participants to return copies of any exhibits or certify they have deleted any copies shared by counsel   To ensure the connection is disabled, exit the meeting, close the browser, and restart your computer   Also, take a few minutes to note what worked well, any difficulties you encountered, and any opportunities for improvement or further training

Internal Training Resources

NLRB Zoom Training Library on Sharepoint

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Video Hearing Instructions (PDF)

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Contact **David Kelly** (David Kelly@nlrb gov) to schedule an Agency video conference itigation webinar

CourtZoom™ For the NLRB: Adapting as an Attorney to Online Hearings (PDF)

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CourtZoom™ For the NLRB Supervisor Skill Drills for Remote Hearings (PDF)

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Get Ready to Zoom! (E-litigation blogpost)

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Videoconferencing Tips and Guidelines (webpage)

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How to Hold a Video Hearing FINAL

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NLRB Zoom Backgrounds (photos)

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External Training Resources

Daily Live Webinars Presented by Zoom https //support zoom us/hc/en us/articles/360029527911

- Getting Started with Zoom
- Zoom Meetings
- Zoom Webinars, Part 1: Planning Your Webinar
- Zoom Webinars, Part 2: Hosting Your Webinar
- Zoom Phone Admin
- Zoom Administrator
- Zoom for Government

Recorded Training Sessions Presented by Zoom https://support.zoom.us/hc/en-us/articles/217214286-Watch-Recorded-Training-Sessions

- Getting Started with Zoom (30 minutes)
- Zoom Meetings Training (60 minutes)
- Zoom Rooms Training (60 minutes)
- Zoom Webinar Training (60 minutes)
- Zoom Administrator Training (60 minutes)
- Zoom Phone Administrator Training (60 minutes)
- Zoom Phone User Training (15 minutes)

Zoom Video Tutorials (on demand, multiple videos per topic) https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials

- Zoom Meetings and Webinars
- Audio, Video & Sharing
- Zoom Rooms
- Zoom Account & Admin

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- Zoom Messaging
- Zoom Integrations
- Zoom On-Premise
- Zoom Phone

Zoom Help Center Quickstart Guides　　　https://support.zoom.us/hc/en-us

- Owners & admins
- Users & Participants
- Top 20 Resources

YouTube

Introduction to Basic Zoom Meeting Controls (10 minutes, presented by Zoom)
https://www.youtube.com/watch?time_continue=4&v=ygZ96J_z4AY&feature=emb_logo

How to Use and Manage Breakout Rooms (3 minutes, presented by Zoom)

https://www.youtube.com/watch?time_continue=2&v=jbPpdyn16sY&feature=emb_logo

Joining & Configuring Audio & Video (2 minutes, presented by Zoom)

https://www.youtube.com/watch?time_continue=5&v=-s76QHshQnY&feature=emb_logo

Product Overviews (various videos, presented by Zoom)

https://www.youtube.com/playlist?list=PLKpRxBfeD1kGZZCyEiPc_KUNqHEVuqhHL

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